

Resident Rights: Know Your Responsibility

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1 Contact Hour

Objectives:

- Define the terms: abuse, confidentiality, dignity, ethics and grievance
- Explain “Resident Rights”
- Identify ethical and professional behavior
- Describe the role of an LNA in helping the resident resolve grievances
- Describe how to assist in maintaining a resident’s dignity
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The **Resident Bill of Rights** is a federal law that all members of the health care team must respect. The purpose and intent of this law is to make sure that residents of long term care facilities are treated with dignity and respect. These rights inform residents and others of their rights, and to provide an ethical code of conduct for healthcare workers including nursing assistants. Copies of these rights are given to each person when admitted to a facility.

Generally, Resident Rights include:

Respect: the right to be treated with dignity and respect.

Services and Fees: You might be informed in writing about services and fees before you enter a nursing home.

Money: the right to manage your own money or to choose someone else trusted to do this.

Privacy: the right to privacy, and keep and use your personal belongings and property as long as it doesn’t interfere with the right, health, or safety of others.

Medical Care: the right to be informed about your medical condition, medications, and to see your own doctor. Also the right to refuse medications and treatment.

These rights give residents the same right that all citizens have. It is part of your role and responsibility as a licensed nursing assistant to support the resident in using these rights. A long-term care facility and its staff must encourage and assist the resident to use these rights.

A person’s rights are violated when wrong choices are made. Wrong choices lead to ethical problems and a violation of rights.

Ethics involves knowledge of what is right and wrong conduct. An ethical person behaves and acts in the right way. He or she does not cause a person harm or violate their rights. Nursing assistants are portrayed as ethical individuals. Professional and ethical behavior is vital to the safety and well being of residents.

Protecting a Resident’s Rights:

Some of the ways you, as a licensed nursing assistant can protect a residents rights include:

- Provide quality care to ALL residents regardless of race, color, ethnic origin, age, religion, handicap, marital status or sexual preference.
- Give privacy when caring for the resident.
 - Knock on doors and wait for an answer before entering
 - Pull privacy curtain while doing care
 - Cover sitting resident with a blanket or robe, if the resident wishes
 - Give privacy to residents and visitors if requested

- Keep in confidence all medical information known about the resident
- Call the resident by name
- Help the resident protect any personal possessions
- Help the resident make phone calls or write letters

Patients have the right to have their medical information kept secure and private. The nursing assistant plays an important role in helping to ensure that a resident's rights are protected.

Maintaining the Residents Dignity:

There are many ways you can help maintain resident's dignity. Dignity is having respect for a person. It is important to maintain the resident's dignity at all times.

A resident who has entered a long term care facility has had to make many adjustments. Many of these adjustments have been hard and painful. Treat the resident as you would want to be treated.

Some of the ways a licensed nursing assistant can help maintain residents dignity include:

- Maintain an attitude of respect
- Help the resident be as independent as possible. Let the resident do as much as possible for themselves
- Handle personal possessions of the resident with care and security
- Always tell the resident what you going to do before you do it. Ask permission of the resident.
- Refer to the care plan for special instructions
- Always be alert to safety concerns
- Provide care that protects the resident from abuse(intentional or threatening harm of an individuals health or welfare), mistreatment or neglect

It's the Residents Right to Make Choices:

Residents have the right to make personal choices. As a nursing assistant you have the most contact with the resident therefore, you have more opportunity to assist the resident in making choices.

Some of the ways you can assist a resident in making choices includes:

- Offering choices whenever possible
- Accommodating the residents requests with the best times to provide care/ procedures
- Taking the time to talk with the resident to learn personal preferences
- Talking to the family members to learn the residents interests
- Reporting the residents preferences to other staff

Resolving Grievances:

A grievance or complaint occurs when the resident feels his or her rights have been violated. When this happens, the resident has a right to file a grievance. The Residents Bill of Rights gives the resident the right to voice grievances without the fear of punishment. The policy of a facility will indicate how this procedure is to be carried out. Your responsibility as a licensed nursing assistant is to report the resident's grievance to the nurse supervisor. All information reported to the nurse should be accurate. Always know and follow facility policy when reporting.

Name: _____ License #: _____

Post Test - Resident Rights: Know Your Responsibility

Matching

- | | |
|--|--------------------|
| _____ 1. The state of being respected | A. Grievance |
| _____ 2. Intentional or threatening harm of an individuals health or welfare | B. Ethics |
| _____ 3. Keeping information or facts private | C. Abuse |
| _____ 4. A complaint | D. Confidentiality |
| _____ 5. Knowledge of what is right or wrong conduct | E. Dignity |

Short Answer

6. List five "Resident Rights".

- a.
- b.
- c.
- d.
- e.

7. Describe your role in helping a resident resolve a grievance.

8. List three ways you can assist a resident in making choices.

- a.
- b.
- c.

9. List five ways a nursing assistant can help maintain a resident's dignity.

- a.
- b.
- c.
- d.
- e.

True or False

- T F** 10. Ignoring a call light is not considered neglect.
- T F** 11. Unexplained broken bones, burns and bruising are signs of abuse.
- T F** 12. If a resident shows fear or anxiety when a certain caregiver is present, this may be a sign of abuse.
- T F** 13. If a nursing assistant suspects abuse, they should wait until they are sure it is happening before reporting to a supervisor.